

**Topics Sorted in Descending Order by Ranking**

<b>General Topic Area</b>	<b>Specific</b>	<b>Yesses</b>	<b>NGT Rank</b>
<b>Internet</b>	<b>Internet Reference resources</b>	<b>36</b>	<b>64</b>
<b>Website Development</b>	<b>Dreamweaver</b>	<b>27</b>	<b>57</b>
<b>Computers for Public Access</b>	<b>Dealing with difficult patrons -- conflict management</b>	<b>30</b>	<b>42</b>
<b>Open Source Software</b>	<b>For desktop PCs and workstations</b>	<b>20</b>	<b>36</b>
<b>Website Development</b>	<b>General website creation</b>	<b>0</b>	<b>36</b>
<b>Other</b>	<b>Technology -- Future Planning</b>	<b>0</b>	<b>36</b>
<b>Website Development</b>	<b>Website Accessibility</b>	<b>23</b>	<b>35</b>
<b>Website Development</b>	<b>FrontPage</b>	<b>21</b>	<b>35</b>
<b>Computers for Public Access</b>	<b>Troubleshooting Computer Problems</b>	<b>25</b>	<b>34</b>
<b>Internet</b>	<b>Evaluating Internet Resources</b>	<b>26</b>	<b>32</b>
<b>Other</b>	<b>Filtering Public Access Computers</b>	<b>16</b>	<b>32</b>
<b>Computer &amp; Int. Resources for Particular Populations</b>	<b>for older adults</b>	<b>26</b>	<b>31</b>
<b>Computer &amp; Int. Resources for Particular Populations</b>	<b>for children and YA</b>	<b>25</b>	<b>31</b>
<b>Office Applications</b>	<b>Powerpoint</b>	<b>24</b>	<b>31</b>
<b>Open Source Software</b>	<b>For server Operating Systems, databases, and web servers</b>	<b>14</b>	<b>29</b>
<b>Searching the Internet -- by TOPIC:</b>	<b>-- Genealogy</b>	<b>28</b>	<b>28</b>
<b>Searching the Internet -- by TOPIC:</b>	<b>-- Medical/health</b>	<b>30</b>	<b>27</b>
<b>LAN Management</b>	<b>Wireless LANs</b>	<b>18</b>	<b>27</b>
<b>Other</b>	<b>Videoconferencing - How-to, using the equipment</b>	<b>16</b>	<b>27</b>
<b>Office Applications</b>	<b>Access</b>	<b>26</b>	<b>25</b>
<b>Open Source Software</b>	<b>Linux</b>	<b>12</b>	<b>24</b>
<b>Other</b>	<b>Promoting/publicizing library's computer resources</b>	<b>24</b>	<b>22</b>
<b>Computers for Public Access</b>	<b>Policies and procedures for providing public access</b>	<b>22</b>	<b>22</b>
<b>Email</b>	<b>Components/functions available in most email programs</b>	<b>21</b>	<b>22</b>
<b>Website Development</b>	<b>Website Usability</b>	<b>21</b>	<b>22</b>
<b>Searching the Internet -- by TOPIC:</b>	<b>-- Legal</b>	<b>29</b>	<b>21</b>
<b>Office Applications</b>	<b>Excel</b>	<b>27</b>	<b>21</b>
<b>Office Applications</b>	<b>Word</b>	<b>18</b>	<b>21</b>
<b>Computers for Public Access</b>	<b>Printers -- set-up, configuration, sharing/management</b>	<b>17</b>	<b>21</b>
<b>Other</b>	<b>Sustaining funding &amp; fundraising for Technology</b>	<b>13</b>	<b>20</b>
<b>LAN Management</b>	<b>Cyber-Security</b>	<b>16</b>	<b>19</b>
<b>Email</b>	<b>Listservs</b>	<b>13</b>	<b>19</b>
<b>Email</b>	<b>Spam, viruses, worms</b>	<b>22</b>	<b>18</b>
<b>Office Applications</b>	<b>Publisher</b>	<b>22</b>	<b>17</b>
<b>Computers for Public Access</b>	<b>Security -desktop</b>	<b>21</b>	<b>16</b>
<b>Email</b>	<b>Major programs: Outlook, Eudora, Netscape</b>	<b>19</b>	<b>16</b>
<b>Computers for Public Access</b>	<b>Hardware Maintenance</b>	<b>17</b>	<b>16</b>
<b>Train the Trainer -- training your patrons in...</b>	<b>Windows Basics</b>	<b>20</b>	<b>14</b>
<b>Train the Trainer -- training your patrons in...</b>	<b>Internet Basics</b>	<b>20</b>	<b>13</b>
<b>Train the Trainer -- training your patrons in...</b>	<b>Microsoft Office Programs, e.g. Word, Excel</b>	<b>16</b>	<b>11</b>
<b>Computer Labs</b>	<b>Setup, configurations</b>	<b>15</b>	<b>11</b>
<b>Internet</b>	<b>Using/"Surfing" the Internet</b>	<b>13</b>	<b>11</b>
<b>Computer Labs</b>	<b>Maintenance</b>	<b>14</b>	<b>10</b>
<b>Computer &amp; Int. Resources for Particular Populations</b>	<b>for Spanish speaking patrons</b>	<b>12</b>	<b>7</b>
<b>Internet</b>	<b>Searching the Internet -- general</b>	<b>15</b>	<b>6</b>
<b>Computer &amp; Int. Resources for Particular Populations</b>	<b>for non-English speaking patrons</b>	<b>14</b>	<b>6</b>
<b>Train the Trainer -- training your patrons in...</b>	<b>E-Mail</b>	<b>14</b>	<b>0</b>